



JOB DESCRIPTION

Position Title: Senior Staff Assistant

Working Area: One Stop Permitting

Class Code: 5318/Nonexempt

EEO Code 06

Effective Date: October 1, 2001

Major Function

Perform duties involving high levels of continuous service work, either via telephone, mail or in person contact; bookkeeping, and clerical work related to One Stop Permitting.

Essential Functions

Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is a logical assignment to the position.

Receives and answers telephone and direct contact inquiries from the public on various matters including but not limited to policies and procedures, connection availability, payments and establishing new accounts. Receives customer payments for various reasons such as Monthly Hand Billing, Replacement Parts and Single Service Connection and appropriate receipts.

Performs data entry to establish new accounts. Initiates work orders for new accounts, termination of accounts, meter sets and miscellaneous work orders. Conducts follow-up with paperwork as necessary.

Maintains various records and documents and completes reports necessary to the One Stop Permitting such as: Hydrant Meter Request, Delinquency Reports, Cognos, Meter Sets, and more.

Operates a personal computer and associated software for input and retrieve data according to predetermined formats.

Performs other duties as assigned or as may be necessary.

Minimum Qualifications

Knowledge of County Utility Permitting.

Ability to maintain accurate financial records and reports. Ability to deal with customers tactfully and courteously. Ability to fill out forms accurately and completely.

High School Diploma or GED, two (2) years experience in Administration Support.

A comparable amount of education, training, or experience may be submitted for the minimum qualifications.

Working Conditions

The work environment for this position is a general office setting. The incumbent performs most duties while sitting at a desk, table, or workstation.